



Case Study

Intel® vPro™ Technology
Intel® Active Management
Technology
Financial Services
Risk Management and
Compliance



“In choosing Intel® vPro™ processor technology, we not only considered performance issues, but also investment protection issues. Intel® vPro™ processor technology is a forward-looking architecture that will serve MICB well into the next decade.”

Huang Yonggui
Assistant Manager and
Head of Information
Office
Mega International
Commercial Bank

Leading the IT Trend toward a Robust Financial Industry

Mega International Commercial Bank (MICB) turns to Intel® vPro™ technology capabilities to realize full-scale remote management of its distributed IT resources

After a successful merger in 2006, MICB's total assets leapt to the top of Taiwan's banking sector, along with a third ranking market capitalization.

To effectively manage its massive distributed IT assets, MICB needed to pursue a Predictive Enterprise vision that will allow the bank to sense, predict and act on PC issues throughout its branches.

Turning to Intel® vPro™ processor technology¹ for answers, MICB embarked on an IT deployment that sees the bank spearheading the trend for centralized remote IT management within Taiwan's banking industry.

Challenge

- As its needs grow increasingly complex, MICB sensed that it needed to pursue a Predictive Enterprise vision that will allow the bank to centrally administer its massively distributed IT assets throughout its branches.
- The bank also envisioned the requirement for a robust IT management solution that will allow it to efficiently manage information security issues.
- Additionally, MICB needed a brand-name solution with a solid track records of success.

Solution

- To adequately address its current technology challenges and meet future ones, MICB developed a Predictive Enterprise vision that will respond to its rapidly growing business environment and allow it to sense, predict and act on current and future technology needs.
- In consultation with key technology partners Intel and Acer*, MICB looked into acquiring solutions with IT manageability features at the PC hardware level to address its challenges.
- Hardware-based PC management capabilities provide MICB with the ability to better administer their PCs in daily operations, bypassing the hassle of on-site PC operations and regular maintenance for its massive asset base.

Assessing the Situation

Two years ago, Mega Financial Holding Company merged International Commercial Bank of China Co., Ltd. (ICBC) and Chiao Tung Bank Co., Ltd. (CTB) under the auspices of Mega International Commercial Bank (MICB).

The complex IT system integration issues that were to follow saw numerous key industry players sit up and take notice, eager to see how the newly formed MICB would tackle its myriad IT challenges.

And it was not long before MICB came up with good news for industry observers.

On 21 August 2006, eight months after its establishment, MICB made history when it officially opened its doors for business - with all 105 domestic branches and 26 overseas subsidiaries smoothly operational.

MICB sees Intel® vPro™ processor technology as the gold standard in IT asset management for Taiwan's financial industry

Despite its successes, assistant manager and head of the information office at MICB Huang Yonggui will be the first to admit that all these do not come easy.

"Those who have handled IT integration know what a painstaking effort it is," says Huang, "For instance, the customer data of the two banks alone number than one million items, all of which had different field definitions, account lengths, service regulations, network wiring and different systems. Even ATM software was different too."

"However at that time, our IT goal was to minimize inconveniences brought on by the merger to customers as well as reduce issues bank staff would meet at work, and we worked hard to meet that goal. As a result, in the process of IT integration we sensed the importance of using robust, single-brand products," Huang added.

This Predictive Enterprise vision worked well to refine MICB's IT procurement directives, which in addition to using single-brand solutions, were based on a balance of quality, speed and price.

As a financial service provider, the stability of its IT systems has a direct impact on customer interests, and thus acquiring single-brand solutions that come with an ideal combination of quality, speed and price is perennially on MICB's priority list.

This approach is especially evident in the bank's rigorous adherence to brand names that have solid track records of success.

"Within the financial industry, reputation is of utmost importance to a bank, and the same goes for IT procurement, where we would also take manufacturer reputations into serious consideration," says Huang.

Indeed, for a bank such as MICB, with numerous branches throughout Taiwan, a robust brand name coupled with quality IT solutions come with added advantages – in the event of any IT emergencies, manufacturers can provide local support at the earliest time possible.

Thus Huang revealed that the bank has always relied on Intel and Acer* as key IT partners since its inception.

Recently, to upgrade its risk management infrastructure and better allow itself to fulfill its Predictive Enterprise vision, MICB once again looked to Intel and Acer for answers.

Post-consultation, MICB decided to acquire Acer* PCs running on Intel® vPro™ processor technology as additions to its IT department.

Delivering the Solution

Designed for business users, Intel® vPro™ processor technology remotely manages systems round-the-clock and helps businesses sense, predict and act on IT issues with continuous troubleshooting, diagnostic and repair capabilities.

These capabilities work well to augment MICB's Predictive Enterprise vision, and Huang agrees.

"As far as enterprises and financial industry are concerned, Intel® vPro™ processor technology is a big breakthrough in IT management and a new milestone as well. Intel® vPro™ processor technology mainly has three key functions, which include remote management, asset management and information security functionalities, among others. These key capabilities all perfectly address MICB's IT management challenges," he adds.

Indeed, MICB's IT management challenges run the gamut for large enterprises – Firstly, there are 30 PC management members in MICB's general administration office who have to manage the IT requirements of 122 MICB branches throughout Taiwan and beyond. This effectively translates to thousands of computers that would have to be managed from a central location.



"Simply put, Intel® vPro™ processor technology allows a mere 30 staff to effectively manage thousands of PCs across MICB's 122 branches."

Huang Yonggui
Assistant Manager and
Head of Information
Office
Mega International
Commercial Bank

Spotlight:

- Mega International Commercial Bank Co., Ltd. (MICB) is the result of a merger between the International Commercial Bank of China and Chiao Tung Bank to enlarge business scale and increase market share in August 21, 2006.
- The new MICB boasts 105 branches in Taiwan alone as well as over 17 branches and 2 representative offices abroad.
- In addition, MICB also consists of wholly-owned bank subsidiaries in Thailand and Canada, along with their branches, bringing the number of its overseas subsidiaries to 26 in total.
- At last count, MICB has manpower numbering at 4,900 strong, inclusive of 210 IT personnel and an aggregate paid-in capital of NT\$64.1 billion.

**Source: Mega International Commercial Bank



“We expect Intel® vPro™ processor technology to become a long-term IT backbone for MICB’s operations.”

Huang Yonggui
Assistant Manager and
Head of Information Office
Mega International
Commercial Bank

Secondly, as part of its IT upgrading initiatives, MICB needs to replace ageing computers regularly. With remote asset inventory capabilities, MICB will be able to determine which PCs throughout its branches to replace, cutting down on manual labor and increasing staff productivity.

In addition, with a large number of distributed IT assets, MICB needs to be able to efficiently undertake detection, repair and safety protection tasks for computers within its internal networks, allowing the bank to obtain full knowledge of its IT assets.

According to Huang, Intel® vPro™ processor technology allows MICB to do all these and more.

“Intel® vPro™ processor technology is based on an advanced platform and allows our IT personnel to diagnose, repair and update computers regardless of OS or power status. Additionally, the built-in system protection function allows IT personnel to scan and block off suspicious data, so as to strengthen network protection from the source of risks,” says Huang, “Through central control, Intel® vPro™ processor technology can actively disconnect and quickly quarantine computers under suspicion of virus attacks so as to prevent virus spread while tracing infected programs and repairing them through remote control. Furthermore, it works well with other manufacturers’ security software.

Huang adds that to further upgrade the security level of customer data, MICB has the option of using the Intel® vPro™ processor

technology-enabled computer at an IT administrator’s terminal to lock all USB ports, CD-burners and floppy disk drive so that information security will not be compromised.

With the successful deployment of Acer* PCs running on Intel® vPro™ processor technology, MICB has successfully realized its Predictive Enterprise vision and spearheaded the trend for centralized remote IT management within Taiwan’s banking industry.

Industry players have also recognized the benefits that MICB have reaped through the use of Intel technology, including:

▪ **Mobile and Rich User Experience**

Powerful Intel® vPro™ processor technology incorporating Intel® AMT capabilities allows MICB to access its IT asset information centrally, administering its massively distributed IT infrastructure productively and efficiently.

▪ **Security and Manageability**

Intel® vPro™ processor technology further allows MICB to protect sensitive corporate and customer information, lowering operating costs and improving productivity through built-in robust security and manageability features.

Taiwan’s financial industry has also since formed a technology review panel that will undertake collective assessment of computer vendors and recommend suitable technology to each other.

And to think all that started from MICB’s strategic deployment of Intel and Acer* computer technologies.

Key Technologies

- Acer* PCs running on Intel® vPro™ processor technology form the key deployment for MICB.
- Intel® vPro™ processor technology allows MICB to remotely inventory its massively distributed IT assets.
- Incorporating Intel® Active Management Technology (Intel® AMT), Intel® vPro™ processor technology further enables MICB to initiate remote startup, shut down and reboot regardless of power and operating system (OS) status.
- In addition, Intel® vPro™ processor technology delivers backup and restore capabilities to MICB, giving the bank peace of mind with added information security features.

Integral Answers

- Intel and Acer* technical consultants work hand-in-glove together with MICB to support the bank’s extensive Intel® vPro™ processor technology deployment.
- The resultant Intel® vPro™ processor technology-enabled IT infrastructure works to consolidate MICB’s massive IT asset management workflow into a single central location.
- With such strong support from Intel, MICB was able to effectively administer its distributed IT assets across 122 locations.

Find a business solution that is right for your company. Contact your Intel representative or visit the Reference Room at www.intel.com/references
For more information on Intel vPro technology, visit: www.intel.com/vpro

Customer Benefits

- With the successful deployment of Intel® vPro™ processor technology, MICB can now efficiently and productively administer PCs across its 122 branches across Taiwan.
- Intel® vPro™ processor technology also allows MICB to realize lowered maintenance and manpower costs from the remote administration of its distributed IT assets.
- Additionally, Intel® vPro™ processor technology-enabled remote PC administration allows MICB to smoothly manage information security issues, reinforcing customer confidence in its services.
- MICB's new asset inventory capabilities further allows the bank to determine exactly how many PCs are due for upgrading, maintenance and replacement, reducing overall vendor costs and lowering the bank's total cost of IT ownership.

**Source: Mega International Commercial Bank



Solution provided by:

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¹PCs with Intel® vPro™ technology include Intel® Active Management Technology (Intel® AMT). Intel AMT requires the computer to have an Intel AMT-enabled chipset, network hardware and software, connection with a power source, and a network connection.

*Other names and brands may be the property of their respective owners.

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